

Level 2 Diploma for Veterinary Care Assistants (QCF) (0448-02)



Candidate logbook

600/0106/9

www.cityandguilds.com
July 2012
Version 1.0

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City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0033

F +44 (0)20 7294 2413

www.cityandguilds.com

learnersupport@cityandguilds.com

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1 About your candidate logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	
Programme start date	
Date of registration with City & Guilds	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Level 2 Diploma for Veterinary Care Assistants (QCF) (0448-02)**. It contains forms you can use to record your evidence of what you have done.

There are 3 units in total available in this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards. The units in this logbook are for the Level 2 qualification.

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

2 Units

To achieve the **Level 2 Diploma for Veterinary Care Assistants (QCF) (0448-02)**, learners must achieve **53 credits** from the mandatory units in the table below.

City & Guilds unit	Unit title	GLH	Credit value
	Mandatory group		
201	Principles and practices of animal handling and care in the veterinary environment	120	16
202	Principles and practices of assisting with care in the veterinary environment	158	21
203	Principles and practices of administrative duties in the veterinary care environment	120	16

3 The assessment process

Candidates should be assessed under normal workplace conditions

The following people at your centre will explain the assessment process and help you achieve your unit(s).

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your units. You may have more than one assessor/tutor depending on which units you take or you may be assessed by a person who is not your tutor.

internal Quality Assurance

The internal Quality Assurance person maintains the quality of assessment within the centre.

The qualification consultant

The qualification consultant works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

4 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

Please photocopy these forms as required.

5 Candidate progress record

Level 2 Diploma for Veterinary Care Assistants (QCF) (0448-02)

Units	201	202	203										
Credits	16	21	16										
Total Credits Achieved:													

Minimum 53 credits

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 201 Principles and practices of animal handling and care in the veterinary environment

Title	Principles and practices of animal handling and care in the veterinary environment	Learner's name
UAN reference	M/502/6953	
Level	2	
Credit value	16 (10 credits 'competence', 6 credits 'knowledge')	
<p>Upon completion of this unit, the learner will be able to contribute towards the veterinary care of animals by demonstrating knowledge and the ability to apply learnt skills in the general care and nursing of animals within a veterinary care environment. The learner will develop skills and understanding to recognise signs of normal and abnormal health, accommodation and feeding requirements of animals in the veterinary care environment. They will also demonstrate safe handling and care of animals in a veterinary environment and gain knowledge of animal characteristics and identification. The learner will also be able to demonstrate knowledge of first aid for animals and the legal and other limitations of treatment.</p> <p>Relationship to National Occupational Standards :</p> <ul style="list-style-type: none"> AUX5 Monitor and care for veterinary patients in accommodation AUX6 Assist with the provision of basic nursing care to animals AUX7 Supply veterinary medicine under direction CU45 Control and restrain animals CU2 Monitor and maintain health, safety and security AUX 1 – Receive clients and their animals for appointments AUX 2 – Support the admission of animals for care CU7.2 – Maintain and store records within the workplace CU 37- Establish and maintain animals within their accommodation 		

CU 5 – Maintain and develop personal performance
CU 5A- Establish and maintain working relationships with others
RVN 2 - Manage clinical environments
RVN 3 - Infection control in a veterinary setting
RVN 4 – Provide support and advise to clients in caring for animals
RVN 5 – Handle and control animals in a veterinary setting
RVN 6 – Assist in the preparation of veterinary patients for medical procedures and investigations
RVN 7 – Assist qualified veterinary staff during medical procedures and investigations
RVN 8 – Admit animals for veterinary care
RVN 9 – Manage the care of veterinary patients in accommodation
RVN10 – Administer nursing care to animals in veterinary accommodation
RVN 11 – Discharge animals from care
RVN 12 – Prepare veterinary diagnostic test equipment and materials
RVN13 - Prepare animals for diagnostic tests and collect samples
RVN 15 – Administer specialised nursing and treatments to veterinary patients
RVN 16 – Calculate and administer fluid therapy to veterinary patients
RVN 17- Administer emergency first aid and assist with the provision of emergency treatment to animals
RVN 19 – Prepare animals for endoscopy and ultrasound diagnostic imaging
RVN 20 - Conduct, and provide the results of radiography on animals
RVN 22 – Prepare animals for veterinary surgical procedures
RVN 26 – Prepare animals for anaesthesia
RVN 27 – Assist in administering and maintaining anaesthetics to animals
RVN28 – Provide nursing care for animals in recovery
RVN30 – Administer medication and diet to animals

Unit 201

Principles and practices of animal handling and care in the veterinary environment

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
1. Be able to identify the needs of common species whilst under veterinary care	1.1 Maintain accommodation for common species within a veterinary care environment NOS Reference: CU37- 1-15 AUX 5- 1,2,6,7,8 AUX 6 -1,2,3,4,6 CU45- 1,2,3,5-11 CU2 – 1-15 CU5 -1 CU5A- 1 RVN3 – 5,8,11 RVN9 -1-5,7 RV26 – 2 RVN28 - 1	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	<p>1.2 Undertake feeding and watering regimes for the common species whilst in a veterinary care environment</p> <p>NOS Reference: AUX5 – 4-8 AUX6-1-4 ,8, 10,11 CU45 – 1-11 CU2- 1-15 CU5- 1 CU5A – 1 RVN3 - 5 RV4 – 11,12 RVN9 – 6, 9,10 RVN10 – 1, 4 RV13 – 2 RV28 – 2 RVN30 – 3, 11, 16</p>	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
2. Know the accommodation requirements of animals in a veterinary care environment	2.1 Describe species specific environmental conditions required for animal accommodation in the veterinary care environment NOS Reference: CU37- a-e ,i, k, m, n, s, u AUX 5 - b RVN 2- b, c RVN 3 –m, n RVN 9 – a, b, c RVN10 – c RVN 22 – h RVN 26 - g	
	2.2 Identify appropriate contents and fixtures required in animal accommodation NOS Reference: CU37 – d, e, r AUX5 – c, g RVN9 – i RVN10 –d	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	2.3 Identify the construction materials and design requirements for animal accommodation NOS Reference: CU37 – a, c, d AUX1 – f AUX5 – b AUX6 – d RVN9 – a, b, h	
	2.4 State the health and safety regulations for cleaning and maintaining animal accommodation NOS Reference: CU37- b, j, q, s, t AUX5 – g RVN3 – a-e, j, k RVN8 – i RVN9 – d, e, g, k, r, u RVN10 – h, k, m	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	2.5 State the waste disposal regulations relevant to the veterinary care environment NOS Reference: CU37- l, p RVN3- o, q RVN9 – e, g, s, u RVN10 – c, h, j, k, m RVN15 – k, m	
3. Be able to handle each of the common species in preparation for veterinary procedures and carry out their safe movement within the veterinary practice	3.1 Handle and restrain common species in preparation for veterinary procedures NOS Reference: CU45- 1-11 CU5- 1 CU5A – 1 AUX 2 – 8-10 AUX6 – 3 RVN5 – 1-10 RVN6 – 4 RVN13 – 3 RVN22 – 4	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	3.2 Select appropriate handling equipment NOS Reference: CU45 – 1, 2, 6-11 AUX2 – 8-10 AUX6 – 2, 3 RVN5 – 1, 2, 5, 7, 8	
	3.3 Move animals from one place to another within the veterinary care environment NOS Reference: CU45- 10, 11 AUX1 -4 AUX2 -8 RVN5- 2, 4-8	
	3.4 Advise on the safe transportation of animals to and from a veterinary care environment NOS Reference: CU37- 14 AUX1- 4 AUX 2 -9, 10 RVN5 – 1, 2, 3, 5, 6 RVN6 -3 RVN8- 7	
4. Know how to identify animals whilst in the	4.1 Identify the characteristics of common species	

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
veterinary care environment	4.2 List different systems of animal identification NOS Reference: CU45- 6 AUX2 – 8 RVN6- 1 RVN8- 1,7 RVN11- 1 RVN12- 1 RVN13-1 RVN22-3	
5. Be able to carry out checks and administer topical and oral medication to animals under direct supervision of a veterinary surgeon, suitably qualified person or veterinary nurse in accordance with veterinary instructions and	5.1 Carry out a basic health check on animals NOS Reference: AUX5- 2,3,5,7,8 AUX6 -6, 8 RVN4 -11 RVN9- 9,10,11,14 RVN10- 4,5,6,8 RVN15- 3,4,6 RVN26- 5,6 RVN28- 2,7,9 RVN30 -7	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
current RCVS guidance	5.2 Check animals for injuries and abnormalities NOS Reference: AUX5- 2,5,7 AUX6 – 1,5,6,8 RVN4- 11,12 RVN7 – 3 RVN9- 9,10,11 RVN10- 1,5,6 RVN13- 5 RVN15- 4 RVN16- 7,8 RVN17- 1,3,4,7,11 RVN19- 5 RVN20- 3,5 RVN26- 1,5,6 RVN27- 4,7 RVN28 – 2,7 RVN30 – 7, 9	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	<p>5.3 Administer care and medication for sick or injured animals in accordance with veterinary instructions</p> <p>NOS Reference: CU45- 1-11 CU5 -1 AUX2- 1,3 AUX5 -3, 5 ,7 ,8 AUX6 – 1-11 AUX7- 2,4,6 RVN2- 3,4,5,7,13,14,15 RVN3- 5,6,8,9 RVN4- 3,11,12 RVN5- 1-10 RVN6- 1-10 RVN7 -1-12 RVN8- 1,8 RV9 -10,11,14-19 RVN10 – 1-13 RVN13- 2,3,10 RVN15- 3,6 RVN28- 4 RVN29 – 4,5,7,8,9 RVN30 -1-16</p>	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	5.4 Record and maintain veterinary health records NOS Reference: CU45- 1-11 AUX2- 1,2,6,9,10 AUX5-1,2,3,5,7,8 AUX6-1-4,6-11 RVN3- 1,2,5,6,8,9,10 RVN5- 1-10 RVN6- 1-10 RVN7- 1-12 RVN8- 1,3,8-10 RVN9- 7,9,11,13-19 RVN10-1-13 RVN11-1,2,6 RVN13-5,8,13,14,15 RVN15- 3,4,6-10 RVN16- 7-14 RVN17- 1,3,4,5,7-13 RVN19- 3,5 RVN22- 6,8-11 RVN26- 3,5-10 RVN27- 7,8,12,13,14 RVN28- 2,3,6-11 RVN30- 7,12-15	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
6. Know the care requirements for animals under veterinary care	6.1 List the signs of good and poor health in animals NOS Reference: CU37- u, CU45- h AUX2- e,g AUX5- b,e AUX6- b,h,i RVN5- b RVN6- b,f RVN7- b RVN9- m,o RVN10- b,f,g RVN15- a,b,c,e RVN16- g RVN17- d RVN20- d RVN22- g RVN26- d,f RVN27- f,h RVN28- c,d,f RVN30- f	

	<p>6.2 Describe the care requirements of animals:</p> <ul style="list-style-type: none"> • at different life stages • in pain • in recovery from a veterinary procedure <p>NOs Reference:</p> <p>CU37- a, c-j CU7.2- a-l AUX5- a-g AUX6- a-m RVN2- a-h, m RVN3- a-s RVN4- h,p RVN5- b-p RVN6- a-j RVN7- a-m RVN8- a-l RVN9- a-u RVN10- a-m RVN11- a-h RVN13- a-p RVN15- a-o RVN16- a-n RVN17- a-p RVN19- e,f RVN20- d,e RVN22- f,g,h RVN28- a-l</p>	
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Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
7. Be able to recognise, assist with and care for animal emergencies	7.1 Assist in animal emergency situations for two species NOS Reference: CU45- 1-11 CU37- 1-8 AUX2- 1-10 AUX5-1-5 AUX6- 1-11 RVN3-1-13 RVN5-1-10 RVN9- 1,3,5,6,9,11 RVN10- 1-6 RVN16- 1-14 RVN17- 1-13	
	7.2 Contribute to the administration of first aid to animals NOS Reference: CU45- 1-11 RVN5- 1-10 RVN17- 1-13	
	7.3 Produce a first aid kit suitable for owners to use in animal emergency situations	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
8. Know how to deal with animal emergencies and first aid	8.1 Identify the limitations, principles and aims of animal first aid within the veterinary practice NOS Reference: RVN17-a,b,c,f,g,k,l,m,n,o,p	
	8.2 Name the precautions to be taken when handling or transporting injured animals within the veterinary practice NOS Reference: CU45-a,c-l AUX1 –f RVN5- a-p RVN17- a,b,c,e,k,l,m,p	
	8.3 Identify common first aid injuries and the first aid provided NOS Reference: RVN17-d,e,k	

Unit 201 Principles and practices of animal handling and care in the veterinary environment

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 202

Principles and practices of assisting with care in the veterinary environment

Title	Principles and practices of assisting with care in the veterinary environment	Learner's name
UAN Reference	K/502/6952	
Level	2	
Credit value	21 (10 credits 'competence', 11 credits 'knowledge')	
<p>Upon completion of this unit, the learner will be able to contribute towards the veterinary care of animals by demonstrating knowledge and the ability to apply learnt skills in common veterinary terminology, as well as basic anatomy. The learner will develop skills and understanding to assist with the nursing care of medical and surgical conditions and anaesthesia procedures, and how to assist veterinary surgeons and veterinary nurses with them. The learner will develop skills on how to monitor an animal's recovery from the effects of surgery and anaesthesia. The learner will also develop skills to assist with veterinary radiography including the equipment used and preparing an animal for a radiographic procedure. They will also demonstrate how to safely administer topical and oral medicines under direct supervision from a veterinary surgeon, veterinary nurse or suitably qualified person and assist with calculating doses for medications and fluid therapy requirements.</p> <p>Details of the relationship between the unit and relevant national occupational standards Details of the relationship between the unit and relevant national occupational standards Veterinary nursing and auxiliary services National Occupational Standards July 2010 AUX2 Support the admission of animals for care AUX3 Maintain clinical environments in a veterinary practice CU37 Establish and maintain animals within their accommodation AUX5 Monitor and care for veterinary patients in accommodation AUX6 Assist with the provision of basic nursing care to animals AUX7 Supply veterinary medicine under direction CU45 Control and restrain animals CU2 Monitor and maintain health, safety and security</p>		

CU7.2 – Maintain and store records within the workplace
CU37- Establish and maintain animals within their accommodation
AC7- Make appointments for clients
B.206(P) Replenish stock on sale in a retail environment (Skillsmart Retail)
RVN 2 - Manage clinical environments
RVN 4 – Provide support and advise to clients in caring for animals
RVN 9 – Manage the care of veterinary patients in accommodation
RVN10 – Administer nursing care to animals in veterinary accommodation
RVN 11 – Discharge animals from care
RVN 12 – Prepare veterinary diagnostic test equipment and materials
RVN 15 – Administer specialised nursing and treatments to veterinary patients
RVN 16 – Calculate and administer fluid therapy to veterinary patients
RVN 17- Administer emergency first aid and assist with the provision of emergency treatment to animals
RVN18- Prepare diagnostic imaging equipment and materials for use on animals
RVN 19 – Prepare animals for endoscopy and ultrasound diagnostic imaging
RVN 20 - Conduct, and provide the results of radiography on animals
RVN21- Prepare environment and equipment for veterinary surgical procedures
RVN 22 – Prepare animals for veterinary surgical procedures
RVN23- Assist the veterinary surgeon as a general theatre assistant during surgical procedures by providing equipment and materials
RVN24- Assist the veterinary surgeon as a scrubbed nurse to perform surgical procedures on animals
RVN25- Assist the veterinary surgeon by preparing anaesthetic equipment and materials
RVN 26 – Prepare animals for anaesthesia
RVN 27 – Assist in administering and maintaining anaesthetics to animals
RVN28 – Provide nursing care for animals in recovery
RVN29- Supply veterinary medicines
RVN30 – Administer medication and diet to animals

Unit 202

Principles and practices of assisting with care in the veterinary environment

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
<p>1. Be able to identify the common veterinary terminology associated with basic anatomy of the cat and dog</p>	<p>1.1 Use correct veterinary terminology:</p> <ul style="list-style-type: none"> • common medical conditions • common surgical conditions • common veterinary conditions & techniques <p>NOS Reference: AUX2-2,3, 4 CU37- 1-17 AUX5- 2,3 AUX6- 1-7 RVN8- 1-12 RVN9- 1-19 RVN10-1-6 RVN15-1-3</p>	
<p>2. Know the basic anatomy and associated terminology of the cat and dog</p>	<p>2.1 Identify the basic veterinary terminology associated with the different parts of anatomy in animals</p> <p>NOS Reference: RVN20 –a, b,i, o</p>	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	2.2 Describe the directional terms used for the position of parts of the body in relation to each other NOS Reference: RVN20-a, b, i,,o RVN22- d, RVN24-k,l, AUX6- e	
	2.3 Describe the common veterinary surgical terms NOS Reference: RVN22-c,d, RV23- a, b, c	
	2.4 Name the common medical veterinary diseases NOS Reference: AUX6- a, c RVN12- a, b ,i, j ,k ,l RVN3- k, n, o, q, r, s	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	2.5 Describe common veterinary techniques NOS Reference: AUX2- a RVN3- s RVN6-e RVN9-b, m, o, RVN10- a, b,c,e, g, RVN15- a,c,d, e, h,i,j, RVN16- a, b, c, h, RVN17- d, e, h, RVN18- b, RVN19- a, d RVN20- a, d,h , RVN22- f RVN26- a, b, f, RVN27- d,h, RVN30-g	
3. Be able to prepare and maintain veterinary surgical and anaesthetic equipment ready for use and monitor animals on recovery from surgical and anaesthetic procedures under supervision of a veterinary surgeon or	3.1 Produce cleaned and sterilised surgical and anaesthetic equipment, surgical instruments and packs in accordance with practice procedures NOS Reference: RVN2- 3 RV21- 6,7 RVN25- 3	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
<p>The learner will:</p> <p>veterinary nurse in accordance with veterinary instructions and current RCVS guidance</p>	<p>The learner can:</p> <p>3.2 Maintain storage of surgical instruments and anaesthetic equipment and dispose of items no longer suitable for use</p> <p>NOS Reference: AUX3 – 4,5 RVN2- 4-7, 13-17 RVN21- 5 RVN24-8 CU2-e, h,i, k,l,m,o,p,v</p>	
	<p>3.3 Select appropriate veterinary anaesthetic equipment in accordance with veterinary instructions</p> <p>NOS Reference: RVN2- 3-5 RVN25- 2,3,8</p>	
	<p>3.4 Assist with the preparation of a cat and separately a dog for anaesthesia in accordance with veterinary instructions</p> <p>NOS Reference: RVN26- 1-6 RVN27 1-3 CU45- 1-11 RVN5 1-10</p>	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	3.5 Assist with the monitoring of anaesthesia of a patient in accordance with veterinary instructions under direct supervision of a veterinary surgeon NOS Reference: RVN27-2-14	
	3.6 Select suitable accommodation to reflect recovery needs of the species and procedure experienced NOS Reference: CU37- 3 RV9- 1 AUX5- 2,3,7	
	3.7 Demonstrate the recovery position on an animal NOS Reference: RVN28-1	
	3.8 Assist in monitoring animal recovery NOS Reference: AUX5-1,2, 3,5,7 AUX6-1, 4,6 RVN9-1, 3, 5,9,10,11 RVN10-5,8 RVN15-4 RV28-1, 2,3	

Learner Outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	<p>3.9 Provide information to veterinary surgeon on any problems or unexpected events</p> <p>NOS Reference: AUX5-5 AUX6-7 RVN9-11 RVN10-6 RVN15-6</p> <p>3.10 Record and maintain monitoring information during recovery procedure</p> <p>NOS Reference: AUX5-7, AUX6-8 CU7.2- 1-8 RVN9-7 RVN10-8 RVN28-6,7</p>	

Learner Outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
4. Know how to safely assist in the provision of veterinary surgical and anaesthetic procedures under supervision of a veterinary surgeon or veterinary nurse in accordance with veterinary instructions and current RCVS guidance	4.1 Name common veterinary surgical instruments and anaesthetic equipment NOS Reference: RVN21-f RVN23-a RVN24-f RVN25-b RVN27-g,l	
	4.2 Describe the use and function of common veterinary surgical instruments and anaesthetic equipment NOS Reference: RVN23-e RVN24-f RVN25-b,c RVN27-g,l	
	4.3 State the current legislation in relation to the performance of lay people in veterinary practice NOS Reference: AC7-j RVN17- b	

Learner Outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	4.4 List pre-anaesthetic checks required on animals NOS Reference: RVN2	
	4.5 Describe common techniques used to reduce stress and calm animals prior to being anaesthetised NOS Reference: CU45- g RVN5-b, e, f, g RVN9- p, RVN10-i, RVN26- c, f	
	4.6 State the health and safety requirements of working with anaesthetic materials, equipment and gases NOS Reference: RVN25- i, h, l RVN27- k, n CU2- a, b, c, e, f, g, h, i, j, k, l, m, n, o, p, v	

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
5. Be able to safely assist in the provision of veterinary radiography procedures under supervision of a veterinary surgeon or veterinary nurse in accordance with veterinary instructions and current RCVS guidance	5.1 Maintain commonly used radiographic equipment NOS Reference: CU2- 1-11,15	
	5.2 Prepare radiographic environment and equipment for use NOS Reference: CU2- 1-11,15 RVN18-2-7 RVN20- 2,6,7	
	5.3 Prepare an animal for radiography NOS Reference: RVN6-1-10 RVN8- 1,2,3,5,6,8,,9,10 RVN18- 1,3 RVN20- 1,2,5,6,7,	
	5.4 Prepare an animal for radiography RVN6-1-10 RVN8- 1,2,3,5,6,8,,9,10 RVN18- 1,3 RVN20- 1,2,5,6,7	

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
<p>6. Know how to safely assist in the provision of veterinary radiography procedures under supervision of a veterinary surgeon or veterinary nurse in accordance with veterinary instructions and current RCVS guidance</p>	<p>6.1 Describe the relevant regulations, operating guidelines and legislation relating to the use of veterinary radiographic equipment</p> <p>NOS Reference: CU2-a-p RVN18- a, c, d, f, g, i RVN20- i, q, r, s</p>	
	<p>6.2 List the common failures associated with veterinary radiographic equipment and associated materials</p> <p>NOS Reference: RVN18- g, h RVN20- o</p>	
	<p>6.3 Describe the different pieces of equipment and their use</p> <p>NOS Reference: RVN18-a,d, j RVN20-a,i,</p>	
	<p>6.4 State the benefits of the use of radiation monitoring equipment</p> <p>NOS Reference: CU2- a, b, c, i, j, p, v</p>	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	<p>6.5 State the veterinary practices' operating procedures when taking radiographs</p> <p>NOS Reference: CU2- a, b,c,f, g,h,j,m,p,v RVN18-b,d,f, RVN20- b,h,i RVN8- a,b,d,e,f,g,h,i</p>	
	<p>6.6 State the correct disposal of waste materials from veterinary radiography</p> <p>NOS Reference: CU2- a-p, v RVN18- f, RVN20- q</p>	
	<p>6.7 Describe the importance of accurate and correct records for veterinary radiography</p> <p>NOS Reference: CU2-v RVN20-k</p>	

Learner outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
<p>7. Be able to assist with the administration of veterinary medication, basic veterinary dispensing and pharmacy under supervision of a veterinary surgeon, suitably qualified person or veterinary nurse in accordance with veterinary instructions and current RCVS guidance</p>	<p>7.1 Assist with the preparation of the correct animal, equipment and medication under direct supervision of a veterinary surgeon, veterinary nurse or SQP for administration in accordance with veterinary instructions</p> <p>NOS Reference: CU45- 1-11 AUX7- 4,6 RVN2- 1-11,14,15,17 RVN5-1-10 RVN6-1-10 RVN7-1-9 RVN10-1-10,12,13 RVN15- 3,4 RVN26-1,3,5 RVN30-1,4,5,7,8,9</p>	

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	<p>7.2 Assist with the safe administration of topical and oral medications under direct supervision of a veterinary surgeon, veterinary nurse or SQP in accordance with veterinary instructions</p> <p>NOS Reference: CU45-1-11 RVN5-1-10 RVN30-1,4-16</p>	
	<p>7.3 Carry out the monitoring of an animal during and post administration of a veterinary medication in accordance with veterinary instructions</p> <p>NOS Reference: CU45-1-11 RVN5-1-10 RVN30-1,4-16</p>	

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	<p>7.4 Assist with the preparation of appropriate equipment necessary to administer fluid therapy in the veterinary practice in accordance with veterinary instructions</p> <p>NOS Reference: AUX5-2 AUX6-2 RVN3-1,2,6,12 RVN7-5 RVN10-2, 4,5,6 RVN13-2 RVN15-3 RVN16-1,2,3</p>	
	<p>7.5 Assist with the administration of fluid therapy in an animal in accordance with veterinary instructions</p> <p>NOS Reference: RVN2-1,3,5,7,14,15,17 RVN5-1-10 RVN9-6,11,14 RVN10-2,3,4,7</p>	

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	<p>7.6 Carry out the monitoring of an animal during and post administration of fluid therapy in accordance with veterinary instructions</p> <p>NOS Reference: RVN7-3 RVN10-5,6,8-13 RVN15- 3-8 RVN16- 7-14</p>	
	<p>7.7 Dispense drugs safely under direct supervision of a veterinary surgeon, veterinary nurse or SQP and advise owners on safe veterinary drug handling and storage in the home in accordance with veterinary instructions</p> <p>NOS Reference: AUX7 -1-6 RVN2-13,14,17 RVN4-3,4,6,8 RVN11-4,6 RVN30-1,2,4,5</p>	

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	<p>7.8 Receive and unpack veterinary drug and medication orders</p> <p>NOS Reference: B.206 (P) 1-8 RVN2 13-17 RVN29-8,10 RVN30-10,12 CU2-1-15</p>	
	<p>7.9 Assist with calculating the correct dosage for tablet or oral liquid medications and injectable medication in accordance with veterinary instructions</p> <p>NOS Reference: AUX7 -1-6 RVN2-13,14,17 RVN4-3,4,6,8 RVN11-4,6 RVN30-1,2,4,5</p>	
	<p>7.10 Assist with calculating fluid therapy requirements in animals in the veterinary care environment in accordance with veterinary instructions</p> <p>NOS Reference: RVN16-1,2,6-14</p>	

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
<p>8. Know how to assist with the administration of veterinary medication, basic veterinary dispensing and pharmacy under supervision of a veterinary surgeon, suitably qualified person or veterinary nurse in accordance with veterinary instructions and current RCVS guidance</p>	<p>8.1 Describe the common sites and routes of administration of medications in animals</p> <p>NOS Reference: RVN30-d AUX6-e RVN5- a-g</p>	
	<p>8.2 List the common forms of presentation of veterinary medications</p> <p>NOs Reference: RVN29-e</p>	
	<p>8.3 Identify the correct types of medication and dosage terms used for the administration of common veterinary drugs</p> <p>NOS Reference: RVN29-a,h</p>	
	<p>8.4 State the importance of accurate record keeping and of informing the veterinary surgeon or nurse of any problems that arise following administration of a veterinary medication</p> <p>NOS Reference: RVN29-d,i,m RVN30- g</p>	

Learner outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	<p>8.5 State the procedure to follow if a problem arises following administration of a veterinary medication</p> <p>NOS Reference: RVN29-m RVN30-g</p>	
	<p>8.6 Describe the common veterinary conditions for which fluid therapy is administered</p> <p>NOS Reference: RVN15-d RVN16-b</p>	
	<p>8.7 List the legal requirements of the dispensing of veterinary medications</p> <p>NOS Reference: AUX7-c,d,e RVN29-f,g,i</p>	
	<p>8.8 List the potential hazards with the main groups of drug types</p> <p>NOS Reference: RVN29-m RVN30-g,h</p>	

Unit 202 Principles and practices of assisting with care in the veterinary environment

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 203

Principles and practices of administrative duties in the veterinary care environment

Title	Principles and practices of administrative duties in the veterinary care environment	Learner's name
UAN Reference	H/502/6951	
Level	2	
Credit value	16 (10 credits 'competence', 6 credits 'knowledge')	
<p>Upon completion of this unit, the learner will be able develop skills in communication, reception and administration within a veterinary practice as well as working effectively within their team. The learner will become a professional and responsible member of the team. The necessary skills required to manage reception and deal with the clients will be learnt and implemented such as advising clients on different aspects of veterinary care and gaining good reception skills covering telephone techniques, good record keeping within the workplace and all aspects of health and safety that relate to daily employment and tasks undertaken. The learner will also develop the skills in letter and CV writing, self evaluation and appraisal techniques to develop future prospects and career progression. The learner will also develop skills in dealing with animal euthanasia and death and how to recognise and cope with stress both personally and in colleagues within the veterinary practice.</p> <p>Veterinary nursing and auxiliary services National Occupational Standards July 2010</p> <p>AUX1 Receive clients and their animals for appointments</p> <p>AUX2 Support the admission of animals for care</p> <p>AUX3 Maintain clinical environments in a veterinary practice</p> <p>AUX5 Monitor and care for veterinary patients in accommodation</p> <p>AUX6 Assist with the provision of basic nursing care to animals</p> <p>AUX7 Supply veterinary medicine under direction</p> <p>CU129 Process payments for clients</p> <p>CU2 Monitor and maintain health, safety and security</p> <p>CU5 Maintain and develop personal performance</p>		

CU5A Establish and maintain working relationships with others
CU7.2 Maintain and store records within the workplace
UnitA4 Give customers a positive impression of yourself and your organisation (Institute of Customer Service)
CU37- Establish and maintain animals within their accommodation
CU45 – Control and restrain animals
AC 3 – Maintain the cleanliness of the working environment
AC7- Make appointments for clients
RVN 2 - Manage clinical environments
RVN 4 – Provide support and advise to clients in caring for animals
RVN5 – Handle and control animals in a veterinary setting
RVN6 – Assist in the preparation of veterinary patients for medical procedures and investigations
RVN7 – Assist qualified veterinary staff during medical procedures and investigations
RVN8 – Admit animals for veterinary care
RVN 9 – Manage the care of veterinary patients in accommodation
RVN10 – Administer nursing care to animals in veterinary accommodation
RVN 11 – Discharge animals from care
RVN 12 – Prepare veterinary diagnostic test equipment and materials
RVN13- Prepare animals for diagnostic tests and collect samples
RVN14- Preserve samples from animals for analysis and communicate the results
RVN 15 – Administer specialised nursing and treatments to veterinary patients
RVN 16 – Calculate and administer fluid therapy to veterinary patients
RVN 17- Administer emergency first aid and assist with the provision of emergency treatment to animals
RVN18- Prepare diagnostic imaging equipment and materials for use on animals
RVN 19 – Prepare animals for endoscopy and ultrasound diagnostic imaging
RVN 20 - Conduct, and provide the results of radiography on animals
RVN21- Prepare environment and equipment for veterinary surgical procedures
RVN 22 – Prepare animals for veterinary surgical procedures
RVN23- Assist the veterinary surgeon as a general theatre assistant during surgical procedures by providing equipment and materials
RVN24- Assist the veterinary surgeon as a scrubbed nurse to perform surgical procedures on animals
RVN25- Assist the veterinary surgeon by preparing anaesthetic equipment and materials
RVN 26 – Prepare animals for anaesthesia

RVN 27 – Assist in administering and maintaining anaesthetics to animals

RVN28 – Provide nursing care for animals in recovery

RVN29- Supply veterinary medicines

RVN30 – Administer medication and diet to animals

RVN31 – Work to professional veterinary nursing practice standards

Unit 203 Principles and practices of administrative duties in the veterinary care environment

Learner Outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
1. Be able to effectively carry out administrative duties within the veterinary care environment	1.1 Communicate with clients, colleagues, other industry professionals and members of the public using appropriate methods of communication to meet the needs of others NOS Reference: CU5A- 1,2 AC7- 1-4 AUX2- 7 UnitA4 – 1,3,6,8,9,10,14,15,16	
	1.2 Arrange appointments for clients and their animals using the correct practice procedures NOS Reference: AC7- 5-11	

Learner Outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	1.3 Receive clients and their animals and retrieve appropriate documentation NOS Reference: AUX1- 1-6 AUX2- 1-5 AC7- 5 UnitA4- 2,5,7	
	1.4 Provide information to clients on available products and services NOS Reference: AC7-12 UnitA4- 6,8,11,13 RVN4- 7	
	1.5 Maintain the working environment and public areas NOS Reference: AUX1- 7,8 AUX2-10 AUX3-1,2 AC3- 1-14 CU2- 1-15 RVN2-1-11	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	1.6 Maintain client and animal records NOS Reference: AUX1- 9 AUX2-6 AC7- 13 CU7.2- 1-8	
	1.7 Produce client invoice and receive payment NOS Reference: CU129-1,5,6,7	
2. Understand the importance of accuracy and efficiency whilst carrying out administrative duties	2.1 Describe the importance of providing accurate information to clients NOS Reference: RVN4-a,f,g,i	

<p>within a veterinary care environment</p>	<p>2.2 State the legal and ethical responsibilities of those employed within the veterinary care environment</p> <p>NOS Reference:</p> <p>AUX1- k</p> <p>RVN5- o,p</p> <p>RVN6- i,j</p> <p>RVN7- l,m</p> <p>RVN8- k,l</p> <p>RVN10- l,m</p> <p>RVN11- g,h</p> <p>RVN12- l</p> <p>RVN13-o,p</p> <p>RVN14-p</p> <p>RVN15- m,o</p> <p>RVN16-m,n</p> <p>RVN17- o,p</p> <p>RVN18-l</p> <p>RVN19-i, j</p> <p>RVN20-s,t</p> <p>RVN21- o</p> <p>RVN22-k,l</p> <p>RVN23- k</p> <p>RVN24- r</p> <p>RVN25- k,l</p> <p>RVN26- j,k</p> <p>RVN27- p,q</p> <p>RVN28- k,l</p> <p>RVN29-f</p> <p>RVN30- a,e,q</p> <p>RVN31- a-d</p>	
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Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	<p>2.3 List the staff and their roles and responsibilities within the veterinary care environment</p> <p>NOS Reference:</p> <p>CU2-a,b CU5-a-d RVN2-m RVN5- p RVN6- j RVN8- l RVN10-m RVN11- h RVN13- p RVN15- o RVN16- n RVN17- p RVN19- j RVN20-t RVN22-l RVN24-b RVN25-l RVN26- k RVN27- q RVN28-l RVN30-q RVN31- d,m,t</p>	

Learner Outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	2.4 Describe how appointments are prioritised NOS Reference: AC7-a-d AUX1-f	
	2.5 Describe the importance and format of a clients consent form NOS Reference: AUX2- a-c RVN8- b,d,e	
	2.6 Explain why areas should be maintained and any maintenance needs recorded NOS Reference: AUX1- g RVN3 –r RVN21- d CU2- a-w	
	2.7 State the importance of practice security NOS Reference: CU2-a-w AUX3- h AUX5-f RVN2- j	

Learner Outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	2.8 Describe a petty cash system	
	2.9 State the practices procedures for petty cash expenditure	
3. Be able to implement and comply with health and safety legislation relevant to the veterinary care environment	3.1 Comply with health and safety to ensure the safety of self and others NOS Reference: CU2-1-15 AUX1- 8 AUX2-10 AUX3-7 AUX5-8 CU45- 10 RVN6-7 RVN8-10 RVN20-17	

	<p>3.2 Maintain safe working conditions and systems</p> <p>NOS Reference:</p> <p>CU2-1-15</p> <p>AC3-1-14</p> <p>AUX3-5-6</p> <p>CU37-17</p> <p>CU45-1-10</p> <p>CU5A-1</p> <p>RVN5-7</p> <p>RVN6-6</p> <p>RVN8-9</p> <p>RVN9-15</p> <p>RVN10-9</p> <p>RVN12-7</p> <p>RVN13-11</p> <p>RVN14-10</p> <p>RVN15-7</p> <p>RVN16-10</p> <p>RVN18-6</p> <p>RVN19-7</p> <p>RVN20-16</p> <p>RVN21-15</p> <p>RVN22-8</p> <p>RVN23-7</p> <p>RVN25-9</p> <p>RVN26-7</p> <p>RVN28-8</p>	
	<p>3.3 Perform safe manual handling</p> <p>NOS Reference:</p>	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	CU2- 1-15	
	3.4 Explain when an accident report must be sent to the Health and Safety Executive NOS Reference: AC3-8	
	3.5 Complete the accident book when necessary NOS Reference: AC3-8	
	3.6 Control chemical risks using a COSHH risk assessment NOS Reference: CU2-1-15 AC3-2,3	

<p>4. Understand the importance of complying with health and safety legislation relevant to the veterinary care environment</p>	<p>4.1 Identify the key aspects of the regulations regarding health and safety in the workplace</p> <p>NOS Reference:</p> <p>CU2-a-w AC3-i AUX2-h AUX3-i AUX5-g AUX6-l CU37-j,t CU45-l RVN2- l RVN5-m RVN6-g RVN7-j RVN8-i RVN9-r RVN10-j RVN13-m RVN14-n RVN15-l RVN16-k RVN17-m RVN18-f RVN19-g RVN20-q RVN21-m RVN22-i RVN23-i RVN25-l RVN26-h</p>	
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Learner Outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	RVN27-n RVN28-i RVN30-n	
	4.2 State the requirements for Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) NOS Reference: CU2-t,u,v, w	
	4.3 State the correct use of hazard warning signs in the veterinary environment NOS Reference: CU2-a-p, v AC3-b	
	4.4 List the main dispensing categories and explain their differences NOS Reference: AUX7-b RVN29-f	
	4.5 State the requirements for the safe storage and disposal methods for different types of veterinary medicines NOS Reference: AUX7- g RVN29-k	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
5. Be able to apply for a new job, perform work in accordance with the contract of employment and work effectively within a team and develop personal performance	5.1 Produce a letter and an accurate up to date CV to apply for a job	
	5.2 Complete an application form for a job	
	5.3 Perform work duties in accordance with a contract of employment NOS Reference: CU5-1-6 CU5A- 1-5	
	5.4 Work effectively as an individual and with supervisors and others in authority for the benefit of the organisation NOS Reference: AC3-1,9 CU5A- 1-5 RVN7-2	
	5.5 Demonstrate a positive attitude towards colleagues, staff and clients NOS Reference: AUX1-1-9 CU5A- 1-5 Unit A4- 1-16	

Learner Outcomes The learner will:	Assessment Criteria The learner can:	For inserting direct evidence or referencing to where the evidence can be found
	5.6 Review performance with line manager NOS Reference: CU5A- 1-5 CU5- 3-6 RVN31-7	
6. Understand the main features of employment contracts	6.1 State the required contents of a contract of employment	
7. Be able to provide information on the processes and procedures associated with animal euthanasia and bereavement	7.1 Provide information on animal euthanasia and bereavement NOS Reference: AUX1- 1,3,4,5 AUX2- 1-4,6 RVN4-1-,8	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
within a veterinary care environment	7.2 Prepare materials, equipment and the environment for a planned euthanasia NOS Reference: RVN2- 2,3,4,5 AUX1-4,5,6 AUX2-2,3,4 CU45-1-11 CU7- 1-8 RVN4- 1,2 RVN5- 1-10 CU2-1-15 RVN8- d	
	7.3 Carry out the procedures associated with the storage and disposal of cadavers NOS Reference: CU2- 1-15 AC3-6,7,8	
	7.4 Demonstrate how to deal with personal stress and stress felt by colleagues in the veterinary environment	
8. Understand the processes, emotions and procedures	8.1 State the reasons why people have animals as pets	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
involved with animal euthanasia, bereavement and stress within the veterinary care environment	8.2 Define the terms: a. euthanasia	
	b. bereavement NOS Reference: AUX1- a, h, i, k RVN4- a, c, d, e, f, g,	
	8.3 State the five stages of grief NOS Reference: AUX1	
	8.4 List the methods of euthanasia	
	8.5 State the legislation relating to the disposal of a cadaver NOS Reference: CU2-a-w RVN4-n, v	
	8.6 List common reactions to emotional stress NOS Reference: AUX1-e RVN4 –b, c, h, i, j, k, l	

Learner Outcomes	Assessment Criteria	For inserting direct evidence or referencing to where the evidence can be found
The learner will:	The learner can:	
	8.7 Identify support services available for practice staff and clients NOS Reference: AUX1-d RVN4-d	

Unit 203

Principles and practices of administrative duties in the veterinary care environment

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website www.cityandguilds.com, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website www.cityandguilds.com or is available from the City & Guilds Customer Relations Team or your centre.

Useful contacts

UK learners

General qualification information

International learners

General qualification information

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

T: +44 (0)121 503 8993

E: business@cityandguilds.com

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)844 543 0033
F +44 (0)20 7294 2413
www.cityandguilds.com

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